

## **NO WRONG DOOR RESOURCE TEAM**

### **Minutes January 8, 2009**

Present: Debbie Burcham, Kristin Burhop, Karen Lawson, Carolyn Turner, Dawn Traver, Paul Lavigne, Katie Roeper, Joan Manley, Jennifer Fidura, Karen Michalski-Karney, Julie Stanley, Elizabeth Friberg

#### **Status of NWD Implementation and Committee Activities**

##### **1. NWD Tools**

- First NWD (PeerPlace) Tools network implementation - **December 29, 2008**
  - Senior Connections, The Capital Area Agency on Aging (Richmond)
  - Chesterfield County Office of the Senior Advocate (public agency)
- Kick-off meeting with over 50 in attendance
- Developed Best Practice and local version of "Welcome Kit" including:
  - UAI
  - I & R
  - Care Plan
  - Client Profile
- Created and published training schedule
- Standardize "Welcome Kit"
- Delivered Welcome Kit to:
  - Senior Connection
  - Rappahannock-Rapidan
  - Chesterfield Senior Advocate
  - Valley Program for the Aging
  - Arlington Agency on Aging
  - Peninsula Area on Aging
  - Bay Aging
  - LOA
  - MEOC
- PeerPlace system configured for:
  - Senior Connection
  - Rappahannock-Rapidan
  - Chesterfield Senior Advocate
  - Valley Program for the Aging
- **Senior Connections – Live December 29 and January 7 for the UAI "Inherit to New" Functionality**
- Migration protocol and testing for RTZ data
- Complete two day training sessions at:

- J. Sargeant Reynolds – Goochland
- Germanna Community College – Culpeper
- Development begins in June 2009 on a system to exchange DSS UAI assessments (from ASAP) and NWD UAI assessments (from PeerPlace) between NWD sites and DSS
- Developed interface protocol – Service Request

## **2. *Virginia Easy Access***

- Focal point for access to the PeerPlace tools
- A Veteran's page has been added
- Reciprocal links created on HHR and community partner websites
- Promotion and education materials:
  - 480,000 Easy Access promotional panel cards ready for distribution
  - 4,000 Easy Access Magnifier-Bookmarks (1000 have been allocated)
- Website hits: October – 122,000; November – 93,000; December – 87,146
- Top 5 most requested pages: Financial, Related Links, Housing, Community and Transportation
- **Online Medicaid application will be accessible in February**

## **3. *NWD Resource Team Committees***

- Plan to recruiting additional consumer participation from ID community in 2009
- **Tools Committee:** Identifying Gaps and Barriers to use of Tools
- **Education/Marketing Committee:** Created an up-to-date NWD statement to be used on NWD websites and in press releases, news articles, etc.
- **Streamlining Benefits Committee:**
  - Committee is working on modifying the assessment on VirginiaNavigator to be more friendly for individuals with disabilities.
  - The committee has completed the pre-eligibility/information sheets for all of the Waivers, SPO and PAS. We still need to word-smith the pages so they are easily understood and then put them under the Financial section of Easy Access. A tool for pre-eligibility for Medicaid is being developed by DSS and will be available in late spring.
  - The committee will address training for Medicaid document verification next.

## **4. *2-1-1 Evaluation***

- The AAAs will be trained to conduct a “secret shopper” activity to evaluate the effectiveness of 2-1-1 Virginia

## **5. *Senior Navigator***

- Continues to recruit Disability Community provider listing

- Modified program taxonomy to incorporate terms known to Aging and Disability
- Provider database has been integrated into PeerPlace tools
- Katie is negotiating her contract with PeerPlace in order to bring private providers onto the NWD system.

#### **6. Other Accomplishments**

- Goal 1 Evaluation took place in November 2008
- Goal 1 Timeline and Outcomes updated
- Online Medicaid Application will be available to consumers in February 2009

#### **Leadership Going Forward**

As many of you know, Debbie will be leaving VDA on January 23<sup>rd</sup>. She has accepted a position with the Chesterfield CSB as the Executive Director. Charlene Cole will assume the duties for leadership for the NWD Resource Team. Linda Nablo, VDA Commissioner will begin attending the Resource Team meetings. Charlene will lead the Easy Access committee as well and Karen Lawson will take over as chair of the Streamlining Access to Benefits committee.

#### **Evaluation Activities for Goal 1**

Steve Eiken from Thomson-Reuters reviewed the evaluation activities for Goal 1. Committee made some recommended changes. There were still changes that needed to be made as of the distribution of these minutes. They will be sent out in a separate e-mail.

#### **Easy Access**

Charlene Cole will be reconvening the Easy Access subcommittee in the next few weeks to make enhancements/changes to the portal. Members include:

Adrienne Johnson  
Joan Manley  
Julie Stanley  
Karen Michalski-Karney  
Sharon Brandau  
Deb Loving  
Craig Fabian  
Ayn Welleford  
Patty Samuels

**NEXT MEETING**  
**April 9, 2009**  
**1:30 to 3:30 pm**  
**VDA**